ClassMaster: Losing Student Records (10/96)

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TOPIC ---

I recently installed the ClassMaster software that came with my Teacher Solution
Bundle. I installed it and entered my students' information with no problem.

I recently noticed that some student records are starting to disappear. I am
having no other problems with my system and even Disk First Aid reports there is
nothing wrong with my hard drive. What is wrong?

DISCUSSION --

Issue

TechByte, the makers of ClassMaster, discovered an issue with the version of
Classmaster that shipped on early Teacher Solution Bundle CDs. When the teacher
deletes a student, the student below that record also appears to be deleted.
Resorting the student database brings the second "apparently deleted" student
back.

Resolution

The problem has been corrected in a newer version of ClassMaster. Check the
serial number on the ClassMaster splash screen. M1094AEA is the version that
exhibits the problem. M1095AEA is the updated version.

If you have the earlier version (M1094AEA), contact TechByte to receive an
updated version of the program. Let the TechByte technical support
representative know that you are having problems with losing student data.
TechByte should give them two options to fix the problem.

- You can either be sent an updated copy of the program that has this problem
fixed in it free of charge.

-or-

- You can upgrade (for a charge) to a newer recenty released version of
Classmaster that not only fixes the problem with losing student data, but also
adds new features. TechByte can tell you what the "new features" are.

If you do not want to contact TechByte, or have already contacted TechByte and
for some reason were told to contact to Apple, then Apple can send you the newer
version of ClassMaster.

Newer Version Now Bundled

In the November 1995 time frame, Apple began including the Classmaster Update
disk and installation instructions with the Teacher Solution Bundle.

This article provides information about a non-Apple product. Apple Computer,
Inc. is not responsible for its content. Please contact the vendor for
additional information.

The Tech Info Library article titled "Locating Vendor Information" can help you
search for a particular vendor's address and phone number.

Article Change History:
10 Oct 1996 - Added information about how to get newer version.
10 Nov 1995 - Added information on update disk being included in the bundle.
23 Oct 1995 - Corrected minor typo.

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